Position Opening

POSITION: Lead Family Consultant – Internal Candidates Only
STATUS: Full-time / Benefitted / Hourly / Non-Exempt
COMPENSATION: $23.20 - $25.66 per hour
DEPARTMENT: Passages
LOCATION: Passages Caregiver Resource Center, 25 Main Street, Chico, CA.
RECRUITMENT ID: 994

RESIDENCY: Candidate must be a California resident. Chico State Enterprises is not a sponsoring agency for staff and management positions (i.e. H-1B Visas).

ESSENTIAL JOB FUNCTIONS: Under the direction of Program Supervisor, will provide leadership for the Family Consultants providing service to caregivers:

- Work alongside Family Service Coordinator to monitor chart documentation and staff time keeping logs for accuracy.
- Assist in the training and guidance for new staff.
- Be the point person to answer questions and help solve issues concerning the database, CareNav.
- Direct new service inquiry calls to appropriate Family Consultant and approve service authorizations when supervisor is unavailable.
- Assist Family Service Coordinator with the revision and implementation of procedures, ensuring guidelines are met.
- Promote an innovative environment by generating new ideas and collaborating with the team to implement them effectively.
- Communicate vision and strategy to engage staff and provide them with a sense of direction and focus.
- Advise staff on long-term care Placement Option Inquiries and payment sources for assisted living facilities versus skilled nursing facilities.
- Create printed templates for standardized communication to caregivers.
- Compile community resources, documents, links, and PDF files for staff to share with caregivers.
- Carry a full-case load, conducting needs assessments for new clients, including the coordination of services such as respite and counseling.
- Other duties as assigned by supervisor.

EMPLOYMENT STANDARDS:

- Requires a Bachelor’s degree in social work, gerontology, counseling, or related field.
- Requires a minimum of two years full time professional experience working as a Family Consultant.
- Experience must demonstrate possession of strong written and verbal communication skills and knowledge of the principles and practices of interviewing and active listening.
- Advanced computer skills, especially with databases, Microsoft Excel, and Adobe.
- Extensive knowledge of community resources for family caregivers.
- Willing to travel as needed in a 10-county service area.
COMPLIANCE REQUIREMENTS:

- Candidate must be in possession of valid driver's license and automobile liability insurance. Participation in the DMV Employer Pull Notice Program (driving record) is required. The candidate will be required to update their insurance with Chico State Enterprises Human Resources when necessary.
- Satisfactory completion of a background check (including a criminal records check) is required for employment. Chico State Enterprises will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current Chico State Enterprises employee who was conditionally offered the position.

BENEFITS:
Benefits for employees working 30 hours or more per week include employer paid life insurance ($50,000) and long-term disability; options for health, dental, and vision insurance; FSA; 14 paid holidays including 1 personal holiday; vacation accrual (initially 10 days/year); sick leave (up to 12 days/year); employer contributions to your 403(b) retirement plan (up to 8%).

HOW TO APPLY:
To be considered, submit the following documents by June 28, 2023. Documents submitted after this date may not be considered.
- Resume

BY DROP BOX:
https://csuchico.app.box.com/f/42b9914ae1ea4a478a0d5d8da2c90731

BY EMAIL: csejobs@csuchico.edu

Paper applications will not be accepted; however, Chico State Enterprises is an Equal Opportunity Employer and is happy to provide reasonable accommodations to applicants at any step of the application process. If you need assistance in this regard, or are having technical difficulties, please contact the Human Resources office at 530-898-6811 or csejobs@csuchico.edu prior to 5:00 pm on the document deadline date. The employer is Chico State Enterprises, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER:
Chico State Enterprises is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. It is the Enterprises’ policy to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees must provide proof of identity and authorization to work.